

Monitor

MODEL/ATOM II

A publication of the Missouri Department of Higher Education

March 19, 2004

Frequently Asked Questions

To assist our customers through the final stages of conversion, we would like to address a few frequently asked questions that we received during the MODEL/ATOM II trainings.

Q: If the school is an ELM National Disbursement Network lender flow school and they sign-up for unsolicited response files, will they get their guarantees in that file.

A: In this scenario, the lender will receive a response file with the guarantee records (@1G) from the guarantor. The lender could then pass the response file to ELM for the school to download. Prior to the lender sending the response file to ELM, they usually update the records in the file from "guaranteed" to "approved for disbursement" and send out (@1B) records if the master promissory notes are collected. The school may also sign-up to receive an unsolicited response file at the time of guarantee to be sent by ASA to ELM.

Q: Is there a file a school can receive that will show their disbursements that are on hold? Also, can the school update the hold status in the file and return it to ASA for hold/release updates?

A: ASA can produce a file called the school hold file, which contains a school's loan disbursements that are on hold. A school can update the disbursement hold/release flags and return it to ASA for updates. The school hold file is a proprietary layout and the school may need to program their systems to accept and update it. Looking to the future, the Common

Record CommonLine (CRC) format will have a disbursement forecast file in extensible mark-up language (XML) format which will contain this information. ASA is in the process of programming for CRC.

Q: When a school or lender uses the Add A Loan function in MODEL Direct, will they receive a response file from ASA?

A: ASA can send an unsolicited response file if the school or lender signed-up to receive it. Please note that the MODEL system will create a CommonLine Unique ID in this scenario for each loan. Depending on the school or lender process, a school or lender may elect to receive unsolicited response files on all applications regardless of application source (i.e., MODEL Direct, paper, CommonLine). Alternatively, a school or lender may only sign-up for unsolicited response files for applications initiated via CommonLine.

Q: When a school updates a disbursement in MODEL Direct, how is the lender notified of this change?

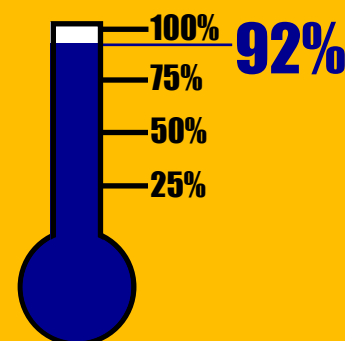
A: The lender is notified via an unsolicited response file.

Q: How can a lender see their monthly volume statistics?

A: A lender may subscribe to the disbursement service summary subscription report in MODEL Direct which will show ATOM II monthly lender volume by school. For all volume (ATOM II and guarantee only), there are custom reports in MODEL Direct that show lender guarantee volume by user-defined date range.

Conversion status

The conversion to MODEL is right on schedule and 92% complete!



Overall Project Status:

On Schedule

92% Complete as of 02/27/2004

Conversion Task Activity:

Phase 1:

System Review and
Technical Approach
100% complete

Phase 2:

Detailed Analysis and Mapping
100% complete

Phase 3:

Development and Unit Testing
99% complete

Phase 4:

QA of Data Conversion
and Interfaces
98% complete

The Final Countdown

April 1-12
Conversion

April 12
Go Live!

Who to Contact

Names and Addresses You Should Know

Attached to this issue of the *MODEL/ATOM II Monitor* are copies of the school contact information. The quick-reference map enables institutions to locate their ASA contact for their territory quickly and easily. The school and lender contact information is a complete listing of institutional ASA and MDHE contacts.

These sheets are valuable reference tools that provide important contact information by school, as well as ATOM II, forms ordering, and mailing information. Please save a copy of this form for your records.

Reminder - Consolidation Files Need to Go to ASA

March 12, 2004, was the last day that Guarantec processed consolidation files. From now on, consolidations should be mailed to MDHE c/o ASA, P.O. Box 55757, Boston, MA 02205.

Ordering Forms

With the conversion to the MODEL system, institutions and lenders will continue to be able to order forms (e.g., master promissory notes) via the web by visiting <http://members.printable.com/rain-treegraphics/asa>. The forms order link will also be included on MODEL Direct and the MDHE web site. The web site and appropriate links will be available beginning April 1.

Institutions that do not use the web can continue to order forms via the phone by calling the ASA call center.

Loan Changes

It is important for lenders and servicers to be aware that they are not able to make changes to loan or disbursement records using the MODEL Direct system.

Lenders or servicers who need to request changes to ATOM- or ATOM II-disbursed loans can contact Sherri Farris, ATOM program specialist, or Karen Cassmeyer, program specialist, at (800) 476-6757, option #2; or the request can be faxed to (573) 526-7730.

Lenders or servicers who need to request changes to non-ATOM loans can contact Rosanna Cornelio, at ASA, at (800) 824-4893, extension 4651; or the request can be faxed to her at (617) 728-4525.

For questions, please contact the MDHE's ATOM II staff, the ASA call center, or the staff of your respective disbursement agent.

[www.dhe.mo.gov/ model/index.htm](http://www.dhe.mo.gov/model/index.htm)

Designed to serve as a reference tool for our school and lender partners, the MODEL and ATOM II web site has a wealth of information regarding conversion including background information, frequently asked questions, contact information, training information, and more.

Check it out!

When will I get my user ID and password?

For those who signed-up to receive a MODEL user ID and password, ASA will email them to you between April 1 and 12.

For questions....

regarding conversion to MODEL, contact:

Scott Giles
Director of Missouri Student Loan Group
(573) 522-1318
scott.giles@dhe.mo.gov

Susanne Medley
Director of Communications and Customer Assistance
(573) 522-1377
susanne.medley@dhe.mo.gov

Jenny Huthman
Guarantor Client Manager
American Student Assistance (ASA)
(660) 248-9937
jhuthman@amsa.com

regarding ATOM II, contact:

Keith Broadus
Senior Associate of Technology
(573) 526-0876
keith.broadus@dhe.mo.gov

regarding system requirements, contact:

Gina Hodge
Director of Information Technology
(573) 526-1583
gina.hodge@dhe.mo.gov

Did you know...

Blanket guarantee will be available to lenders after conversion?

Coming up next week...

Promissory note verification procedures for ATOM and ATOM II



School and Lender Contact Information

MDHE ORIGATION THROUGH CLAIMS-GUARANTOR PROCESSING
TELEPHONE: (800) 824-4893

SCHOOL CONTACTS BY TERRITORY

The ASA staff listed below is trained to assist you with any loan processing questions, including

- profile changes,
- application questions,
- CommonLine file questions,
- loan updates,
- forms ordering, and
- any other items related to loan processing.

Territory	Contact	Phone/Extension
Southeastern (St. Louis)	Charla Bush chbush@amsa.com	(800) 824-4893, x 4715
	Base Kooffreh bkooffreh@amsa.com	(800) 824-4893, x 4716
Northwestern (Kansas City)	Marco Huertas mhuertas@amsa.com	(800) 824-4893, x 4714
Southwestern (Springfield)	Remi Ajao rajao@amsa.com	(800) 824-4893, x 4717
Mid-Missouri (Jefferson City)	Dan Tavares dtavares@amsa.com	(800) 824-4893, x 3134
Department Supervisor	Dan Tavares dtavares@amsa.com	(800) 824-4893, x 3134

FORMS ORDERING

To order forms, including Stafford and PLUS MPNs, visit:

<http://members.printable.com/raintreegraphics/asa>.

(Note: This web site will not be functional until April 1.)

A link to this web site will also be available on MODEL Direct and MDHE web site.

GENERAL MAILING ADDRESS FOR MDHE OPERATIONS:

MDHE c/o ASA
P.O. Box 55757
Boston, MA 02205

- Paper Applications (school certifications)
- Universal Change Form

ATOM II CONTACT LIST

Name	Phone	Email
Sherri Farris	(573) 526-7356	sherri.farris@dhe.mo.gov
Theresa Schmitz	(573) 526-6693	theresa.schmitz@dhe.mo.gov
Keith Broadus	(573) 522-0876	keith.broadus@dhe.mo.gov

LENDER CONTACT INFORMATION: TELEPHONE (800) 824-4893

GENERAL OPERATIONS MAILING ADDRESS:

MDHE c/o ASA
P.O. Box 55757
Boston, MA 02205

- Paper Pre-claim Filing and or update reports
- Account Maintenance
- Claim Filing
- Lender Manifest Tapes Cartridges

LVC FOR CONSOLIDATION

MDHE c/o ASA
P.O. Box 55754
Boston, MA 02205

GENERAL CONTACT INFORMATION

Process	Contact Name	Telephone Number/Extension
PNote Validation Feed	Rosanna Cornelio	(800) 824-4893, x4651
Application Processing – application questions, PNote information	Call Center	(800) 824-4893
ATOM II	Theresa Schmitz theresa.schmitz@dhe.mo.gov	(573) 526-6693
ATOM II (Loan/Disbursement Maintenance & Rosters)	Sherri Farris sherri.farris.dhe.mo.gov	(573) 526-7356
Pre-claim File Processing	Maly Kapilian mkapilian@amsa.com	(800) 824-4893, x4269
Pre-claim Paper Adds/Updates	Brian Mazzoli bmazzoli@amsa.com	(800) 824-4893, x4682
Claim Processing	Al Lee cleee@amsa.com	(800) 824-4893, x4657
Lender Manifest	Joanne Dempsey jdempsey@amsa.com	(800) 824-4893, x4653



3515 Amazonas Drive
Jefferson City, Missouri 65109
(573) 751-2361
(573) 751-6635 Fax
www.dhe.mo.gov

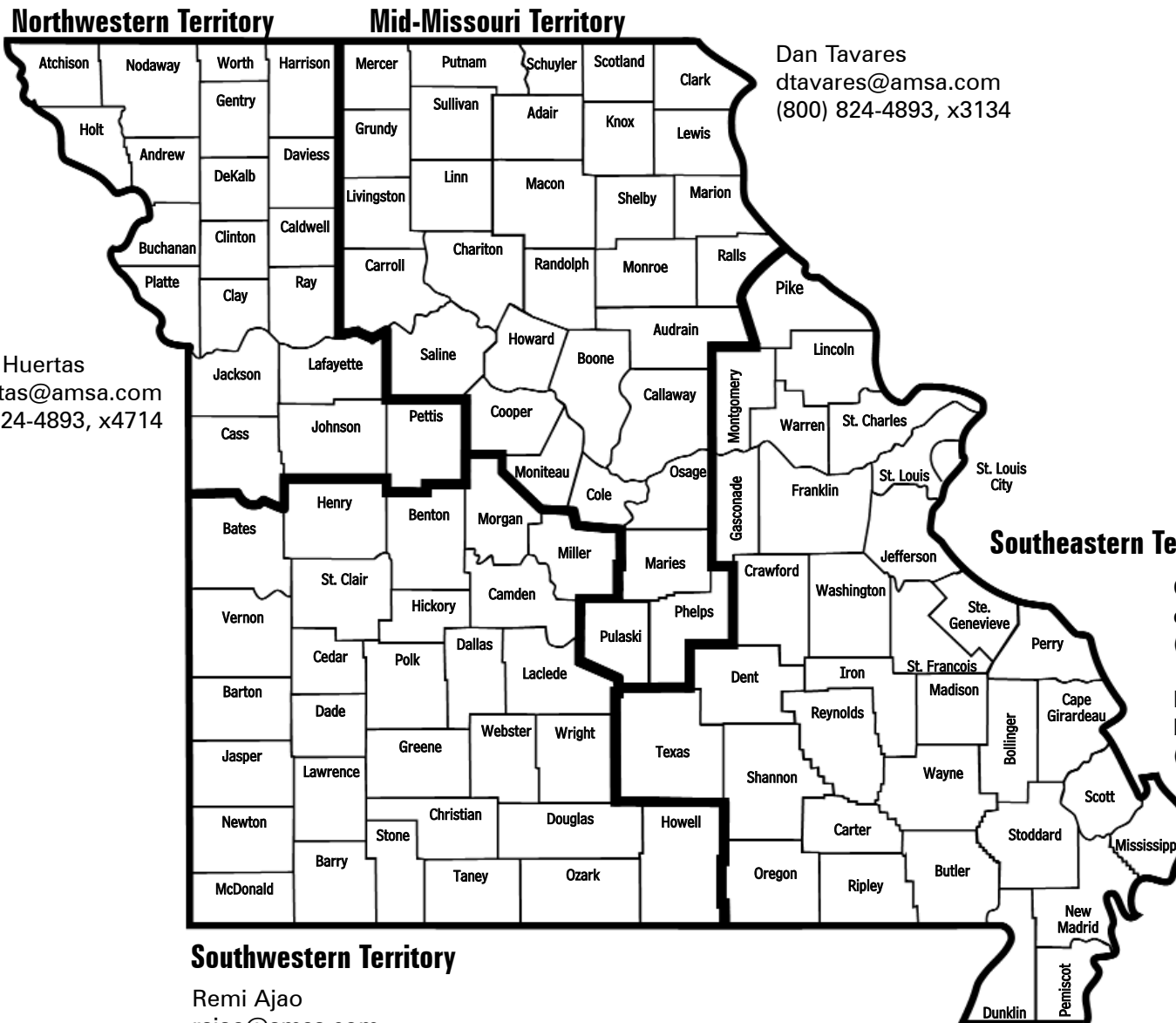
School Contact Information

Staff are trained to help you with any loan processing questions including:

- ♦ profile changes
- ♦ application questions
- ♦ CommonLine file questions
- ♦ loan updates
- ♦ forms ordering
- ♦ any other items related to loan processing

Charla Bush
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